

FINAL RECOMMENDATION

Recommendation of the Action Plan Team: Advocacy, Partnerships and Marketing

State of Issue #: A-I7, Item #160

Recommendation # : R-160

Submitted: 3/12/01

Statement of Issue: The USFA is not taking full advantage of modern technologies to reach customers have the potential for the greatest impact on the future fire service.

Recommendation: Enable customers to interact with USFA on-line (e.g., class registration, transcript request on-line, etc.).

Background: The USFA is taking advantage of technology to provide better customer service and allow customers to interact with USFA. In late 1997, and continuing into 1998, a statement of work was developed to rehost and update the admissions system. The current system, although very functional was developed in the late 1980's. The rehost process would transfer the system into FEMA standard software.

1. Step(s) to Achieve: Items included in the upgrade are as follows:
 - The ability to apply for courses electronically.
 - The ability to transmit acceptance/rejection letters electronically.
 - The ability to download pre-course materials electronically.
 - The ability to check the status of an application or a stipend electronically.
 - The ability to access reports not protected by the Privacy Act. This also includes transcripts and rosters.
 - The capability of entering student and course information for off-site courses at the site with the capability of printing certificates there.
 - Availability for users to make limited queries of the admissions system.
2. Estimated Time Frame: On-going.
3. Estimated Cost: Included in Operating Budget

4. Outcome: The upgrade of the admissions system will improve many aspects of information generation and dissemination for our customers, not to mention the significant reduction of funding and time currently spent to mail information. This is an on-going process to find better ways to expedite, exchange and disseminate valuable information to our customers.

Conclusion:

The USFA is in the process of upgrading it's admissions system to be technologically resourceful for our customers. We have also used technology in other areas such as providing the capability to view, download and order publications on-line, the ability to view and download NFA course catalogues with applications and posting notices of vacancies in courses.

Submitted by:

Action Plan Team: Advocacy, Partnerships and Marketing

Team Leader and Team Members: Jeff Dyar
Diane Close
Bob Murgallis
Roxane Deardorff
Myrna Mood
John Ottoson
Joyce Glass
Merril Sollenberger

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APPROVAL DATE

DISAPPROVAL DATE